

Service Dictionary
WIA, TAA, RES, and Employment Service

Service Name	Service Name Descriptions	Program	Starts Participation	Extends Exit Date
Adult Education and Literacy Activities	Instruction is normally conducted in a classroom setting and is designed to upgrade basic skills and prepare the individual for further education, training, or employment. May include remedial reading, writing, math, English for Speakers of Other Languages (ESOL), bilingual training, GED preparation, high school diploma preparation, or activities to improve school academic skills. To be used in conjunction with Entrepreneurial Training; Private Sector Training; Skill Upgrading and Retraining Combined; Work/Instructional Training; On-the-job Training; Occupational Skills Training; Customized Training.	Adult/DW/NEG	Yes	Yes
Adult Mentoring	Regular contact with the youth participant which may include tutoring, coaching, and guiding youth progress. The goal of a mentoring relationship is to help the participant gain/retain employment and prepare for future promotional opportunities. Mentors coach the participant in work ethics, job specific skills, and career development skills. Mentoring activities may be work based or non-work based.	Youth	Yes	Yes
Alternative Secondary School Offerings	Youth must be offered the opportunity to attend an alternate education program. This may include Charter Schools or GED preparation classes and may be conducted in or outside of the school system. *(BS)	Youth	Yes	Yes
Apprenticeship	Programs designed to combine workplace training with related instruction, which may include cooperative education programs.	Adult/DW/NEG/Youth	Yes	Yes
		TAA		
Assessment Orientation	Orientation/Assessment provides information about programs funded by WIA and the procedures for qualifying for funding as well as an assessment of the individual to help identify interests, abilities, and potential training benefits.	Adult/DW/NEG	Yes	Yes
Attended TAP Workshop	Successful completion of TAP class for members of the Armed Forces who are leaving active duty.	ES/VETS/RES/REA	Yes	No
Basic Skills Training	Instruction is normally conducted in a classroom setting and is designed to upgrade basic skills and prepare the individual for further education, training, or employment. May include remedial reading, writing, math, English for Speakers of Other Languages (ESOL), bilingual training, GED preparation, high school diploma preparation, or activities to improve school academic skills. *(BS)	Youth	Yes	Yes
Basic Skills/Literacy Activities	Provided as an intensive service if this is the only service the individual needs to obtain and retain a job. Instruction is normally conducted in a classroom setting and is designed to upgrade basic skills and prepare the individual for further education, training, or employment. May include remedial reading, writing, math, English for Speakers of Other Languages (ESOL), bilingual training, GED preparation, high school diploma preparation, or activities to improve school academic skills.	Adult/DW/NEG	Yes	Yes

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Career Guidance	Based on participant's objective assessment and individual employment plan, referrals may be made for counseling on self-esteem building, interviewing and job keeping skills, drug and alcohol abuse, positive social behavior, and budgeting of resources. Continuous development of employment goals exposing individuals to the types of jobs available through observation at the job site, audio/visual presentations that provide detailed explanation of specific occupations including non-traditional employment. Provided to participants seeking youth activity/service.	Adult/DW/NEG	Yes	Yes
	ES staff provides a wide range of information, materials, suggestions and advice intended to assist in a vocational decision regarding employment and training.	ES/VETS		
	Interactions between appropriate staff and claimants designed to establish and reach realistic employment related goals. Assistance may include support in choosing or changing occupations; making a suitable job adjustment; and addressing personal issues that may limit the claimant's ability to achieve employment related goals.	RES/REA		
	A meeting in which a trained counselor provides ongoing or one-time assistance to help applicants gain a better understanding of themselves so they can more realistically choose or change an occupation, or make a suitable job adjustment.	TAA		
Case Management	Provided to participants seeking training activity/service.	Adult/DW/NEG/Youth	No	No
Comprehensive Assessment	A comprehensive assessment of skill levels and activity/service needs including diagnostic testing or other assessment tools, and in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals.	Adult/DW/NEG/Youth	Yes	Yes
Customized Resume Assistance	Providing instruction in resume preparation, writing, maintenance and submittal methods.	ES/VETS	Yes	Yes
		RES/REA		
		TAA		
Customized Training	Training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training (this training activity cannot be used with ABE). Normally customized training is conducted by an employer, or group or employers, and the training costs are obligated by a contractual agreement with a local area. May include training provided to employed workers to increase/update skills.	Adult/DW/NEG	Yes	Yes
		TAA		
Development of Individual Employment Plan (IEP/ISP/ISS)	Identifies the employment goals, appropriate achievement objectives, and combination of activities/services for the participant to achieve their goals.	Adult/DW/NEG	Yes	Yes
		ES/VETS		
		RES/REA		
		TAA		
		Youth		No
Entrepreneurial Training	Training in the organizing, managing, and responsibility of a business or enterprise.	Adult/DW/NEG	Yes	Yes
Federal Bonding Assistance	Provides fidelity bonding needed for employment when an offer of employment is accepted and no other bonding source is available.	ES/VETS	Yes	No
Follow-Up Services - Additional Assistance	Individuals between ages 14 and 21 who require additional assistance to complete an educational program or to secure and hold employment as defined by State or local policy shall receive follow-up services.	Youth	No	No
Follow-Up Services - Adult Mentoring	Individuals between ages 14 and 21 who receive adult mentoring shall receive follow-up services.	Youth	No	No
Follow-up Services - Assistance Securing Better Paying Job	Assistance provided to an individual whose earnings do not meet the local area's criteria for self-sufficiency. May include, but is not limited to, providing additional work readiness skills/training designed to further enhance/improve employment wages or promotional opportunities.	Adult/DW/NEG	No	No
Follow-up Services - Career Development Assistance	Individuals between ages 14 and 21 who receive career development and further education shall receive follow-up services.	Youth	No	No

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Follow-up Services - Employer Contact	Providing effective intervention, through positive communication between the employer and individual, to ensure job retention and growth. Communication should effectively address and resolve workplace issues, as well as recognize the individual's strengths, abilities and potential for growth in the workforce. Contact should also help identify further training or supportive service needs that will help the individual to maintain employment while working towards career goals and self-sufficiency.	Adult/DW/NEG	No	No
	Individuals between ages 14 and 21 who require additional assistance to complete an educational program or to secure and hold employment as defined by State or local policy shall receive follow-up services to include regular contact with a youth participant's employer.	Youth	No	No
Follow-Up Services - Employment Progress Tracking	Individuals between ages 14 and 21 who require additional assistance to complete an educational program or to secure and hold employment as defined by State or local policy shall receive follow-up services to include tracking the progress of youth in employment after training.	Youth	No	No
Follow-Up Services - Leadership Development	Individuals between ages 14 and 21 who receive organizational and team work training, including team leadership training.	Youth	No	No
Follow-up Services - Peer Support Groups	Individuals between ages 14 and 21 who receive additional assistance to complete an educational program or to secure and hold employment as defined by State or local policy shall receive follow-up services to include work-related peer support groups.	Youth	No	No
Follow-Up Services - Post Placement	Mentoring involves contact with the individual on a regular basis to provide guidance and coaching to ensure the individual is not experiencing any issues, which may interfere with success on-the-job. Mentors may coach the individual in work ethics, job specific skills and career development skills. Job shadowing is observing a worker to gain a better understanding of job-specific activities, tasks, and skills involved in performing a job.	Adult/DW/NEG	No	No
Follow-up Services - Regular Youth/Empl Contact	Individuals between ages 14 and 21 who receive regular contact with a youth participant's employer, including assistance in addressing work-related problems that arise services shall receive follow up services.	Youth	No	No
Follow-Up Services - Supportive Services	Other activities/services to assist the individual with employment retention or advancement, including support services except for needs-related payments (and incentives for adults). To include Individuals between ages 14 and 21 who receive supportive services shall receive follow up services.	Adult/DW/NEG/Youth	No	No
Follow-up Services - Veterans' Retraining Assistance	DVOPs and LVERs provide Veterans with follow-up services within 30 days following completion or termination of the Veterans Retraining Assistance Program (VRAP).	ES/VETS	No	No
Follow-Up Services - Work-Related Support Group	Individuals between ages 14 and 21 who receive work-related peer support group services shall receive follow up services.	Youth	No	No
Follow-up Services - Workplace Counseling	Includes counseling to assist an individual with resolving problems that arise in the workplace that may interfere with job retention or career advancement. Counseling may deal with attendance, punctuality, interacting and communicating with co-workers and supervisors, teamwork, attitude, acceptable work behavior, problem solving skills and other issues.	Adult/DW/NEG	No	No
Group Counseling	Peer group counseling to develop problem-solving skills, self-esteem building, attitudinal development, information interviewing, work behavior, and general brainstorming to develop resources and employment opportunities.	Adult/DW/NEG	Yes	Yes
Guidance and Counseling	Provided to participants seeking youth activity/service.	Youth	Yes	Yes
Individual Skills Assessment - EUC	One-on-one interviews in which ES staff verify an EUC claimant's completed ES registration (including an O*Net code and background information) and assess claimant skills, interests, and service needs.	RES/REA	Yes	Yes

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Initial Assessment	Staff member's assessment of a participant's skills, education, or career objectives in order to achieve any of the following: Assist participants in deciding on appropriate next steps in the search for employment, training, and related services, including job referral; Assist participants in assessing their personal barriers to employment; or Assist participants in accessing other related services necessary to enhance their employability and individual employment related needs.	Adult/DW/NEG	Yes	Yes
		ES/VETS		
		RES/REA		
		TAA		
Instruction Leading to Secondary School Completion	Instruction leading to secondary school completion *(BS)	Youth	Yes	Yes
Internships	A short-term or part-time training assignment in the private, for-profit sector; the private non-profit sector; or the public sector.	Adult/DW/NEG/ Youth	Yes	Yes
Job Club/Workshops	Provide instruction on completing resumes, completing applications, interviewing skills, professional communication, computer basics, career exploration, labor market information.	WIA Adult/DW/NEG/ Youth	Yes	Yes
	An organized activity, provided by ES staff, that provides instructions on resume writing, application preparation, interviewing skills and job lead development.	ES/VETS		
		RES/REA		
		TAA		
Job Development	Contact(s) made to a public or private employer to secure a job interview for a specific applicant for whom the local office has no suitable opening.	Adult/DW/NEG	Yes	Yes
		ES/VETS		
		RES/REA		
		TAA		
Job Referrals	Staff initiates referrals made to effectively connect job seekers to job openings based on employer job listings, available labor market information, and other employment resources. May also include referrals for testing, background checks, medical evaluations, etc, as required for employment with a specific employer.	Adult/DW/NEG /Youth	Yes	Yes
Job Search and Placement Assistance	A job search match is performed on behalf of an individual, with no job referrals provided. Coordination of activities between job seeker and case manager, or identified WIA Staff member to help link the job seeker with employment opportunities and current labor market resources. Coordination of activities between job seeker and case manager, or identified WIA Staff member to help link the job seeker with employment opportunities and current labor market resources.	Adult/DW/NEG/Youth	Yes	Yes
	A job search match is performed on behalf of an individual, with no job referrals provided.	ES/VETS		
		RES/REA		
		TAA		

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Job Search Job Finding Club	Organized weekly meeting to include ES staff and individuals to discuss employment issues and available jobs. This may include community employer participation.	Adult/DW/NEG/Youth	Yes	Yes
		ES/VETS		
Job Search Spec Labor Market Assistance	Provide information concerning occupational staffing patterns, hiring patterns, working conditions and pay of firms or industries.	ES/VETS	Yes	Yes
		RES		
		TAA		
Leadership Development	Activities which develop leadership skills, such as positive social behavior, decision making, organizational and team work, and other activities which may include exposure to post-secondary educational opportunities; community and service-learning projects; peer-centered activities including peer mentoring and tutoring; citizenship training including survival daily living skills; and training such as parenting, budgeting of resources, and employability behaviors *(WR)	Youth	Yes	Yes
MSFW Field Contact	Provision of information to MSFWs at their work, residence or meeting areas, by means of written or oral presentations, in a language which they understand to include: <ul style="list-style-type: none"> • Services available from the Employment Service (ES) • Types of employment opportunities currently available thru ES • ES complaint system • Organizations serving MSFWs • Farm worker rights regarding terms and conditions of employment 	MSFW	Yes	No
Needs Related Payments	The adult must be unemployed and not qualify for, or have ceased qualifying for, unemployment compensation and be enrolled in a WIA program of training or education services. Amounts paid to a dislocated worker who is unemployed AND; has ceased to qualify for unemployment compensation or trade readjustment assistance under TAA or NAFTA-TAA AND; is enrolled in a WIA program of training services after the most recent layoff that resulted in a determination of the worker's eligibility as a dislocated worker or, if later, by the end of the 8th week after the worker is informed that a short-term layoff, will exceed six months; OR, be unemployed and did not qualify for unemployment compensation or trade readjustment assistance under TAA or NAFTA-TAA. An eligible dislocated worker who has ceased to qualify for unemployment compensation must have been enrolled in training. Payments are based on a locally developed formula and documented in the Individual Employment Plan (IEP).	Adult/DW/NEG	Yes	No
	Amounts paid to individuals who are enrolled in a training activity, and who would not be able to participate in the training program without needs-based assistance. Payments are based on a locally developed formula and documented in the Individual service strategy.	Youth		Yes
Occupational Skills Training	Instruction designed to provide an individual with the technical skills and information required to perform a specific job or group of jobs, including non-traditional, distance learning and on-line training, leading to a certificate of completion and/or credentials.*(OS)	Adult/DW/NEG/*Youth	Yes	Yes
		TAA		

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On-the-Job Training (OJT)	Training of an individual in the public (government) or private sector, while engaged in productive work which provides knowledge and skills essential to the full and adequate performance of the job. On-the-job training is conducted by an employer and the training costs are obligated through contractual agreement between the employer and the LWIA or WIA service provider. *(OS)	Adult/DW/NEG/*Youth	Yes	Yes
		TAA		
Orientation to One-Stop Services - EUC	ES staff-led orientations, either in group or in one-on-one settings, to provide EUC claimants with an introduction to REA's purpose, process, and requirements, as well as to programs and services offered.	RES/REA	Yes	Yes
Participated in Rapid Response	Individuals who have attended an information session conducted by representatives from the Dislocated Worker Unit, TAA, and Unemployment Insurance Programs.	TAA	Yes	Yes
Placed in Federal Training	Individuals verified to have entered in any federal training program to which they were referred by an ES agency.	ES/VETS	Yes	Yes
		RES/REA		
		TAA		
Provision of Labor Market Information and Career Information - EUC	ES staff provide claimants with labor market information, including occupation and industry employment estimates and projections, wage survey data, etc.	RES/REA	Yes	Yes
Received Intensive Services (Vets Only)	Referring to the process of providing SESA services of counseling, referral to supportive services, job development contact, referral to job, placement in a job, referral to training, placement in training, vocational guidance service, or any combination of those services provided by an assigned case manager for all veteran applicants.	ES/VETS	Yes	Yes
Referral to Educational Services	Referral to provider to develop competency in basic educational skills or programs leading to educational credentials such as ESL, GED, high school diploma or college degree.	ES/VETS	Yes	Yes
		TAA		
Referral to Federal Training	Referral to federally funded training programs other than WIA.	ES/VETS	Yes	Yes
		TAA		
Referral to Supportive Services	Services that are not specifically detailed. Some examples of services covered under this item are: providing state and federal civil service information and applications, providing information about the interstate job bank, providing information about training and apprenticeship, group orientation, contacts at job fairs, handling applicant complaints. In addition, services which are necessary to enable an individual eligible for training, but who cannot afford to pay for such services may include transportation, health care, special services and materials for persons with disabilities, child care, meals, temporary shelter, financial counseling, and other reasonable expenses required for participation in the training program and may be provided in-kind or through cash assistance.	ES/VETS	Yes	Yes
		RES/REA		
		TAA		
Referral to WIA Services	Referral to WIA to obtain appropriate program services, such as support services and training.	ES/VETS	Yes	Yes
		RES/REA		
		TAA		
Review of EUC Eligibility - EUC	ES staff review claimant work search records, ensuring that potential employer names, claimant methods of contact, and contact dates are consistently recorded and that the number of contacts represent an amount reasonable for the claimant's occupation and location. ES staff may also assist claimants in the gathering of incomplete information, and provide claimants an opportunity to fill out a work search record in-office when one has not already been completed.	RES/REA	Yes	Yes
Service Re-Employment Orientation	Services that provide the individual an overview of the programs and services available; the criteria and requirements for program participation and receipt of services; and an understanding of what is required and what is optional. Orientation may be individual or group sessions. It may provide information on the services available, including other community services, and completing forms.	ES/VETS	Yes	Yes
		RES/REA		
		TAA		

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Short Term Pre-Vocational Services	Short -term development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training.	Adult/DW/NEG	Yes	Yes
Skill Upgrade/Retraining	A short-term or part-time training designed to upgrade skills in the workplace and provide re-training to enhance current skills for modern technology.	Adult/DW/NEG	Yes	Yes
Summer Employment Opportunities	One of the ten program elements offered to youth, It is not intended as a stand-alone program. Summer employment opportunities must provide direct linkages to academic and occupational learning (examples YLD, YTS, OST, ABE) and may provide other elements and strategies as appropriate to serve the needs and goals of the participants. *(BS, WR, OS)	Youth	Yes	Yes
Supportive Service - Other	Any other supportive service not previous included, either arranged or financed by the WIA program or non-WIA program, and provided to eligible individuals to enable them to participate in training or employment services.	Adult/DW/NEG/Youth	Yes	Yes
Supportive Services - Child Care Assistance	Includes, but is not limited to, providing care to an individual's family member to enable the individual to participate in training programs or employment. Family care ranges from adult or child daycare to after-school programs (outside the home or in house). It usually includes supervision and shelter, and may include subsistence and transportation.	Adult/DW/NEG/Youth	Yes	Yes
Supportive Services - Counseling	Includes personal, financial or legal counseling to assist an individual with the solution to a variety of problems occurring during participation, to enable an individual to continue in training and/or employment.	Adult/DW/NEG/Youth	Yes	Yes
Supportive Services - Emergency or Short Term Housing Assistance	Includes assisting individuals in maintaining or obtaining adequate shelter for themselves and their families to enable an individual to participate in training and /or employment services.	Adult/DW/NEG/Youth	Yes	Yes
Supportive Services - Incentives and Bonuses	Provide the participant with something that would motivate and encourage the participant to take action, work harder and to provide information for follow up.	Adult/DW/NEG/Youth	Yes	Yes
Supportive Services - Medical	Includes, but is not limited to, preventive and clinical medical and dental treatment, voluntary family planning services, psychological and prosthetic services, to the extent any treatments or services are necessary to enable an individual to participate in training and/or employment.	Adult/DW/NEG/Youth	Yes	Yes

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Supportive Services - Out of Area Job Search Assistance	Supportive service that allows the individual to conduct a job search in a geographic area outside the individual's labor market area. It must be documented that employment opportunities are not available within the commuting area.	Adult/DW/NEG	Yes	Yes
Supportive Services - Relocation Assistance	Supportive service that arranges for an individual and his/her family to move to a new residence for the purpose of accepting permanent employment.	Adults/DW/NEG/Youth	Yes	Yes
Supportive Services - Special Services for Disabled	Provide participant with accommodations to assist them with participating in training and employment.	Adult/DW/NEG/Youth	Yes	Yes
Supportive Services - Transportation Assistance	Amounts paid to ensure an individual's mobility between home and the location of employment, training and/or other supportive services.	Adult/DW/NEG	Yes	Yes
	Amounts paid to ensure an individual's mobility between home and the location of employment, training and/or other supportive services.	Youth	No	
Supportive Services - Work Clothing, Equipment, Tools	Provide participant with necessary clothing for the work place or training.	Adult/DW/NEG/Youth	Yes	Yes
TAA Job Search Allowance	Reimburses approved expenses when an individual must travel to a scheduled job interview or conduct a job search in a geographic area outside the individual's labor market area. It must be documented that employment opportunities are not available within the individual's local labor market area.	TAA	Yes	Yes
TAA Relocation Allowance	Reimburses approved expenses when a participant must relocate their household to a new area of employment outside of their normal commuting area	TAA	Yes	Yes
TAA Subsistence Allowance	Allowance intended to provide for the costs of maintaining the TAA participant in an out-of-area locality during the period of training. Subsistence allowance may include meals and lodging.	TAA	Yes	Yes
TAA Transportation Allowance	An allowance to help pay transportation expenses for individuals who must commute to a training facility outside their normal commuting distance.	TAA	Yes	Yes
Testing Other	Administration of aptitude test that measures a broad range of general abilities found in all jobs or administration of USES Interest Inventory in which an individual indicates a "like" or "dislike" for various occupations and occupational activities. Administration of a test that is used to measure the skill or knowledge that an individual has acquired (i.e. typing).	ES/VETS	Yes	Yes
		RES/REA		
		TAA		
Trade Readjustment (TRA) Additional	A monetary benefit that is granted only when a participant is participating in an approved training and has exhausted all rights to Basic TRA.	TAA	Yes	Yes
Trade Readjustment (TRA) Basic	A monetary benefit intended to help participants while enrolled or participating in an approved training, conducting work searches after or in lieu of training, or have obtained a waiver from training. Basic TRA cannot be granted until the participant has exhausted all their UI benefits. The amount of Basic TRA to be paid out is based on the participant's weekly UI benefit amount.	TAA	Yes	Yes
Trade Readjustment (TRA) Remedial	A monetary benefit that is granted only when a participant: (1) is governed by the 2002 & 2009 laws; (2) is enrolled in remedial education when included in the original training plan; and (3) has exhausted all their Basic and Additional TRA benefits.	TAA	Yes	Yes
Trade Readjustment (TRA) Completion	A monetary benefit granted only to a participant when: (1) the participant is governed by the 2011 law; (2) the participant has exhausted their Basic and Additional TRA benefits; (3) the Completion TRA funds are needed to finish the training plan; and (4) the participant has met the new training benchmarks.	TAA	Yes	Yes
VocRehab Referral	Received referred veteran from Vocational Rehabilitation (other than Veteran's Administration VR).	ES/VETS	Yes	Yes
VR&E Referral Not in AJC	Received referred veteran from Veteran's Administration Vocational Rehabilitation.	ES/VETS	Yes	Yes

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Wage Subsidy	Amounts paid to TAA participants who become re-employed and qualify for the ATAA or RTAA programs.	TAA	Yes	Yes
Waiver	TAA participant has been issued an Initial Waiver from TAA Training, ensuring ongoing eligibility for TRA Basic Benefits; a waiver must be updated monthly and cannot exceed 6 months in duration.	TAA	Yes	Yes
Work Experience	Work experiences are designed to enable the participant to gain exposure to the working world and its requirements. Work experience should help the participant acquire the personal attributes, knowledge, and skills needed to obtain a job and advance in employment. The purpose is to provide the participant with the opportunities for career exploration and skill development and is not to benefit the employer, although the employer may, in fact, benefit from the activities performed by the participant. Work experiences may include the following: 1) Instruction in employability skills or generic workplace skills such as those identified by the Secretary's Commission on Achieving Necessary Skills (SCANS) 2) Exposure to various aspects of an industry; 3) Progressively more complex tasks; 4) Internships and job shadowing; 5) The integration of basic academic skills into work activities; 6) Supported work, work adjustment, and other transition activities; 7) entrepreneurship; and 8) Other elements designed to achieve the goals of work experience. (*WS, *OS)	Adult/DW/NEG/*Youth	Yes	Yes
Workforce Information Services	When recording services in the Labor Exchange system for services that are not specifically detailed elsewhere. Some examples of services covered under this item are: providing state and federal civil service information and applications, providing information about training and apprenticeship.	Adults/DW/NEG/Youth	Yes	Yes
		ES/VETS		
		RES/REA		
		TAA		
WOTC Eligibility Determination	Determination of individual's eligibility for the WOTC-WTS tax credit program and issuance of a conditional certification.	ES/VETS	Yes	Yes